

CityScene

NORMANDY PARK

WINTER 2022



BEHIND THE SCENES

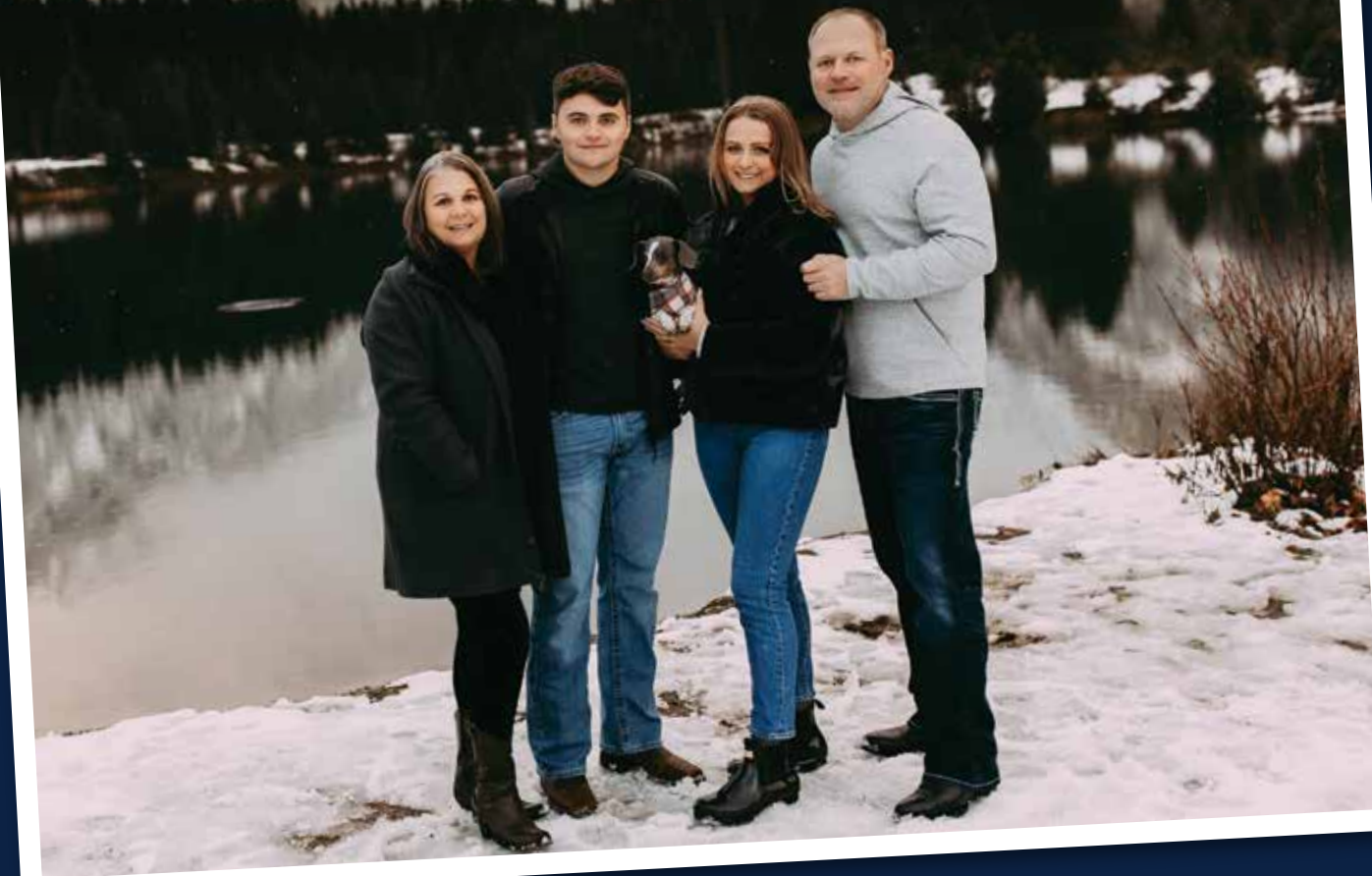
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Winter 2022



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INSIDE



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BEHIND THE SCENES

Hey, where's the Mayor?

One major *Behind the Scene* issue of Normandy Park government is the selection of a new Mayor. In a Council/Manager form of governance, all seven members of the City Council are elected by the residents to serve the city for four-year terms. Every other year, however, in January, the seven volunteer, elected Councilmembers take a vote amongst themselves to determine who among them shall serve as Mayor. At the time of this edition's preparation, our current Mayor, Sue-Ann Hohimer, is wrapping up her first term as Mayor. She served two full months of her term before a State of Emergency was declared, and the world changed dramatically due to the global pandemic of Coronavirus. Nevertheless, our city pressed on during the following months and even in the uncharted terrain of a pandemic, much was accomplished.

The Mayor's Message and photo will return to this page in our Spring edition. If you are curious about which Councilmember received the vote of the Council to serve as Mayor for the next two years, visit our city website at www.normandyparkwa.gov and check out the January 11th meeting video.

For now, we welcome you to this edition of City Scene Magazine entitled, "*Behind the Scenes*". In this edition, we take a figurative "peek behind the curtain" to learn more about what it takes to keep our fair city chugging along. We thank some of the key players like City Clerk, Brooks Wall, our Managing Editor, and others, who keep things moving for all of us. Many who deserve our thanks are in the photo on the front cover of this issue, thanking all of *you* for helping us pass the Levy Lid Lift. This passing helps retain our fully staffed Police Department for the next six years. That major accomplishment and others from the year now *behind* us are touched upon in this edition.

We wish you a very happy New Year from the entire team at the City Scene magazine and look forward to sharing many great ideas, memories, celebrations, and adventures with you in the coming year. We hope you find time to set some intentions during this season and get in touch with whatever motivates *you Behind the Scenes*.

In this issue we take a figurative "peek behind the curtain" to learn more about what it takes to keep our fair city chugging along.



CITY DIRECTORY

City Hall Address:

801 SW 174th Street,
Normandy Park, WA 98166

City Office—

Operating Hours and Contact Information:

City Staff can be reached at
206-248-7603, Monday-Friday
8:30am–4:30pm, closed for lunch
12–1pm.

City Hall is open 8:30am–
12pm and 1–4:30pm. Permit
appointments are strongly
recommended. Please call 206-
248-8260 with any questions or to
set-up your appointment.

City Services provided at City Hall:

- Building Permits
- City Administration
- Citizen Requests
- Code Enforcement
- Pet & Business Licensing
- Recreational & Facility
Scheduling
- Request for Records
- Stormwater & Street Repairs

Storm Drain & Pollution Hotline

206-248-8278

National Oil Spill Hotline

1-800-424-8802

Police Directory:

Non-Emergency Police Number:
206-248-7600

Police Records Manager can
be reached during the hours
of 8:30am–4:30pm, Monday–
Thursday and 8:30am–2pm Friday

Non-emergency Police Services:

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- Fingerprinting
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Contact Your City Council



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MONTHLY MEETING CALENDAR

Arts Commission

1st Tuesday, 7pm

Economic Development Committee

1st Wednesday, 6pm

Council Meeting

2nd Tuesday, 7pm

Metropolitan Parks District

2nd Tuesday, 6:30pm (if necessary)

Civil Service

3rd Tuesday, Noon (if necessary)

Park Commission

3rd Wednesday, 7pm

Planning Commission

3rd Thursday, 7pm

Council Study Session

4th Tuesday, 7pm (if necessary)

Council Corner

BY MIKE BISHOFF, COUNCILMEMBER

Welcome to 2022! It certainly has been a challenging last one to two years with Covid, but there's also a lot to be thankful for as we reflect on the past and, more importantly, the planning for the future. Despite those Covid challenges, the city has advanced on some key initiatives and activities. First and foremost, we hired our new City Manager, Amy Arrington! Amy jumped right in and led the council and staff to develop a plan to identify and prioritize our community's high-value work. Top-of-mind remain strong public safety actions, excellent and transparent financial health and a plan to help guide the city through our transition from our old friend, the Normandy Park Elementary School as our long-time city hall, to a vibrant, inclusive, modern civic center that the residents of Normandy Park will be proud of for decades to come! Planning has been underway throughout this last

year, and we welcome as many people as possible to guide the various committees through this work. Please reach out to one of us on the council or our city manager to see how you can contribute!

Also accomplished was the passing of the Levy Lid Lift, which will help

Despite challenges, the city has advanced on some key initiatives and activities.

continue to support basic city services and public safety for the next five to six years. This important initiative was on the ballot this past November and passed by a wide margin. For those who may not have voted for it, please be assured the city has been and will continue to be very thoughtful about how your hard-earned money is spent. Thank you, neighbors, for this great show of support! City Staff always have their work cut out for them to make sure we are smart, transparent, and efficient in providing an excellent experience for everyone in the broader Normandy Park community.

An additional key initiative we'll be working on in the coming year is advancing a technology component to the city's Comprehensive Plan. This initiative will be initially focused on developing a strategy with an emphasis on making sure we are attractive to tech-savvy families and businesses in the years to come. This comp plan strategy will be a broad-ranging guide to staff and council for areas such as high-speed broadband, undergrounding utilities, city-wide Wi-Fi, partnerships with telecoms, to name a few. Please join us in shaping our tech future for the City of Normandy Park!

We'd like to see many more top-of-mind actions move ahead; such as advancing the influence of our art in the community, shaping education policy and guidance in partnership with the Highline School District, key maintenance actions for our roads and infrastructure, park enhancements and major economic development planning. Also, our city's police motorcycle is back into action to enhance public safety and provide an additional element of visibility for the great work of the Normandy Park Police Department.

2022 will be an excellent year for the City of Normandy Park!

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Note from the City Manager

BY AMY ARRINGTON, NORMANDY PARK CITY MANAGER

As part of my undergraduate studies, I was required to attend my first City Council government meeting. The elected body addressed the matters of business efficiently and without much fanfare.

As a young person without practical knowledge of how government works, the meeting seemed odd, almost suspicious. Where was the robust discussion over every item? Didn't the City Council have questions?

At that time, I did not realize all the work and preparation that happens before the actual meetings. Topics are reviewed and studied before they are presented

to the City Council for action. City staff prepares an agenda packet for every regular meeting with extensive information on every item. Some items have been reviewed and studied by a City Council Committee before being presented. In short, to

keep city business moving, a tremendous amount of behind the scenes work happens every day in local government.

Normandy Park has a lot of behind the scenes work, but it is not secret work. Normandy Park believes in being a transparent organization, so that

Normandy Park believes in being a transparent organization—that is why we are so committed to communication with our citizens.

is why we are so committed to communication with our citizens. We want you to know about the policies, programs, and projects being worked on. In this issue, we focus on many of these items, including the accomplishments of 2021, and let you know about some of the exciting things coming

in 2022. We want you to be informed so we can hear your thoughts and suggestions. By working together, we will create a better tomorrow for Normandy Park.

Enjoy reading the Behind the Scenes issue.

Welcome Brenda Rolph

In early November, the City of Normandy Park welcomed Brenda Rolph to the team as the city's Finance Director. Brenda brings extensive local government finance experience from various cities here in King County, including seven years as the former Finance Director/City Clerk/Treasurer for the City of Normandy Park. Her former responsibilities included financial reporting, annual and biennial budget development, and capital improvement plan coordination.

She has built a positive track record working well with boards, City Councils, committees, staff, and citizens. Brenda will be a great addition to the team as she is passionate about local government, and she genuinely enjoys learning and sharing her solid base of knowledge with others.

Brenda Rolph holds a Master of Public Administration, a Bachelor's in accounting, and has volunteered for the Government Finance Officers Association (GFOA). She likes to visit family, work in the yard, and taking long walks in her spare time. You can regularly see Brenda walking the beautiful streets of Normandy Park. We are honored and happy to have her as part of the team.





BE HEARD!

You are invited to join the City of Normandy Park 2022 Focus Group!
As a member, you will assist City staff in understanding the needs of the community. We are looking for dedicated individuals to participate in periodic surveys throughout 2022.

Spots are limited!
Use the QR code or survey link below to apply now.

<https://www.surveymonkey.com/r/83GDLYY>



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ACCOMPLISHMENTS *for 2021*

Normandy Park Preschool—New Location, New Look, New Teachers, Same Amazing Program

Normandy Park Preschool has had a lot of transitions within the past year. We transitioned from in-person classes to online instruction for 2020–21. Then back to in-person classes for 2021–22 at a brand new location! We've also gained some new teachers along the way. This school year has been different than what we are used to, but it has been a lot of fun. We've had one field trip so far (and more to come), a visit from the Normandy Park Police Department, and many fun learning experiences.

We are super excited about what the rest of the school year has in store for us.

Proclamations

- Declared April as Autism Awareness Month
- Designated May 15th as Peace Officers Memorial Day & May 9-15th as National Police Week

Resolutions

- 964 – Requesting the Planning Commission to review rooftop appurtenances
- 963 – Reducing the permit fees for hazard tree removal in critical areas
- 982 – Updating City fees for 2022

Ordinances Passed in 2021:

- Ordinance #1005 – Adding Title 19 Civil Code Compliance to the Normandy Park Municipal Code brings structure and clarity to the process of addressing code compliance.
- Ordinance #1016 – Establishing regulations for enhances services facilities
- Ordinance #1018 – Adopted revisions to Normandy Park Municipal code regulating signs
- Ordinance #1020 – Amending and establishing updates to the state building codes
- Ordinance #1021 – Establishing a new chapter providing rules and regulation regarding people who abuse the 911 system.
- Ordinance #1022 – Updating municipal code regarding peddlers, making it mandatory to first obtain a business license and peddlers permit which includes a criminal history background check before engaging in any business
- Ordinance #1023 – Amending Normandy Park Municipal Code Title 10 by adopting three new chapters related to Right-of-Way and sidewalk management.
- Ordinance #1025 – Amending code regarding regulations related to rooftop decks in single-family zoning districts.
- Ordinance #1026 - Establishing a new section in city code prohibiting parking in front of mailboxes.
- Ordinance #1029 – Establishing roll call voting be conducted consistent with Robert's Rules of Order and will be conducted alphabetically by last name.
- Ordinance #1030 – Amending previous code to establish a quarantine for dogs after it bites someone.
- Ordinance #1031 – Code established to receive coronavirus local fiscal recovery funds from the American Rescue Plan Act (ARPA).
- Ordinance #1032 – Amending the municipal code to increase the utility tax rate imposed upon sewer districts, creates a new utility tax on water districts, and provides exemptions from utility tax for those water and sewer districts who have entered into a current franchise agreement with the City and are paying a 6% franchise fee.



Economic Development Committee Implementation Report

Staff was able to support the significant work of the Economic Development Committee in delivering the consultant-assisted Normandy Park Economic Development Implementation Report to City Council in October. This implementation work will continue in 2022.

Recycling Events

The City hosted three hazardous waste recycling events funded by recycling grants

City Awarded Grant for Property Acquisition

Public Works applied for conservation futures tax levy funding in the amount of \$600,000. The King County Council has approved the 2022 award for conservation futures funding for a proposal to remove fish passage barriers and create a public salmon viewing area.

New City Manager

A successful transition from Mark Hoppen to Amy Arrington as City Manager. Staff and community members navigated the search and hiring process with the help of community panelists.

Dr. Bae has been named a "SEATTLE TOP DENTIST" by her peers and recognized in the *Seattle Metropolitan Magazine*

Dr. Vivian Bae has been serving the Des Moines/Normandy Park/Burien area since 2005. As members of the local community, her office is committed to providing personal, high quality dental care to you and your entire family.



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ACCOMPLISHMENTS *for 2021*

2021 Community Development Department Accomplishments

The Department continued to focus on serving Normandy Park residents and businesses while going through a 100 percent staff turnover in 2021 and managing pandemic impacts. By the end of the year the department and its contract consultants was 26 percent more efficient in processing permits than 2020, despite a 15 percent increase in received permits and 9 percent fewer available FTE hours.

New department staff saw the Sign Code and Rooftop Decks code amendments through to action by Planning Commission and adoption by City Council. Reviews of major projects in our commercial areas were also brought over the finish line including a new mixed-use development, an auto gas station, and tenant improvements for new businesses in Normandy Park Towne Center and Manhattan Village. And in the core of our bread and butter workload—single family—the department issued 51 building permits including 29 remodels and one new residence.

Businesses Behind the Scenes—Andrea Reay

Community Development continued its longtime partnership work with the Seattle Southside Chamber of Commerce and its CEO Andrea Reay. In addition to a Port of Seattle grant-supported 2021 update of the 2019 Normandy Park Business Survey, the Chamber's work to engage existing local businesses and customers with the Shop Small- Win Big campaign has a sought-after Normandy Park hyperlocal focus:

"Now, more than ever, we need to support our local businesses. Many are still struggling with the impacts of the pandemic and are hoping for strong end to the final quarter of this year to stay in business. The Seattle Southside Chamber has always been proud to be a Neighborhood Champion with American Express for Shop Small Saturday. However, this year, we're extending our support well past Shop Small Saturday to encourage a Shop Small Season."

December 2021 Seattle Southside Chamber Blogpost

Stormwater Master Plan Draft Completed

Staff worked with an engineering consultant to complete the first draft of the new Stormwater Master Plan (SMP) which is currently under review. The purpose of the SMP is to evaluate all aspects of the Stormwater System. The plan will include existing infrastructure, projects currently on our Capital Improvement Plan (CIP), and recommendations for new projects to improve infrastructure, water quality, and capacity for future development. By completing the SMP, the City will have a clear understanding of the stormwater utility needs and be able to plan projects that coordinate with other utilities.

Stormwater Utility Improvements for 2021

Every year public works department facilitates the necessary ADA and stormwater utility improvements prior to pavement rehabilitation projects. In 2021 the city added 5 ADA ramps, several new catch basins, stormwater conveyance pipes, and a new outfall.



LOOKING AHEAD TO 2022...

Formed Partnership to introduce Stormwater Curriculum into the Highline School District

Partnered with neighboring municipalities to introduce stormwater curriculum into the Weather and Climate unit within the Highline School District. The Stormwater Challenge was developed through a partnership between Highline Public Schools, EarthGen (formerly Washington Green Schools), and the StormFest Committee Partners. The challenge aims to increase knowledge of stormwater pollution and watershed science, as well as promote behaviors that reduce stormwater pollution.

Arbor Day Celebration Scheduled for 2022

Trees are a vital asset to any community, and Normandy Park has embraced this value. To celebrate, preserve and educate the public about this great asset, the city will be working to qualify as a Tree City USA. This program, offered through the Arbor Day Foundation, provides an excellent opportunity to celebrate the importance of an urban tree canopy and improve the care of these vital city trees. Therefore, the city will be celebrating Arbor Day in 2022. Join us on Friday, April 29th to celebrate this incredible Normandy Park asset.

Police Motorcycle Program Returning

For enhanced speed enforcement the police motorcycle program is returning Spring of 2022

Police Body Cameras Coming

Body cameras will be coming in Spring of 2022 to the Normandy Park police department for increased transparency.

New Sidewalk & Paving

Road paving and new sidewalks and annual ADA and stormwater improvements prior to paving will occur.

Nist Park Changes

Nist Park will look a lot different at this same time next year. Improvements including a horse sculpture and new playground equipment. The equipment has already been delivered and the art installation is almost to the finish line.

Online Permitting Portal

Community Development continues work with our partner SmartGov/Dude Solutions to implement the city's first online permitting portal. Yes—permits can be paid for online!! Look for this service to Normandy Park residents and businesses to roll out in early 2022.

Council Chambers Upgrade

City Council chambers will be upgraded to allow for Hybrid meetings (In person/Zoom) as we transition back to in person meetings including new sound equipment. This will also increase the function ability of the space to act as our Emergency Operations Center.

Police Department Evidence Software

Evidence software has purchased to revamp the police department's evidence room. This will modernize our property/evidence section by greatly improving both efficiency and accountability.

Change

A beautiful life is filled with many things. It is filled with great joys, and some heartbreaks, and some wins and some losses.

Mostly, it is filled with *change*.

Along the way, we move. We change spaces and our minds. We grow and shift and keep moving. At some point, we change our homes. Through choice or circumstance, we make an important decision to leave a sometimes long-standing, much-loved residence, and consider options. There are many.



At Solstice Senior Living in Normandy Park, we respect and honor this important decision. We understand it, too. We also aim to understand our residents' wants and needs, and serve them well.

With open minds and hearts, we show up each day with the goal of adding value to YOUR beautiful life. From active programming designed to keep you moving well, to interesting classes and excursions designed to keep you thinking well, to fun socials designed to keep you feeling well and connected, we intentionally create opportunities for health and friendships and joy.

Conveniently located walking distance from shopping and dining, Solstice Senior Living in Normandy Park is equipped to serve in both little and big ways. From meals and transportation to our diverse Vibrant Life activity calendar, we create space for more LIFE in your days.

Competitively priced, with updated room options, and wonderful indoor and outdoor spaces, we aspire to feel like "home". If you're considering a community for yourself or a loved one, please give us a call, book a tour, and see what we have to offer. **We'd love to welcome you home.**





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At Solstice at Normandy Park

YES, WE ARE OPEN!

Our community is fully vaccinated and continuing to implement the most up-to-date safety measures possible, so our residents can live their lives to the fullest.

Some benefits of making the move:

- Housekeeping
- Activities and transportation
- Three meals per day
- Home-care agency partnerships
- Safety measures:
Including touchless disinfection,
touchless temperature scanners and
air-purifying filtration
- Lively™ Mobile Plus –
medical alert system
- Maintenance support
- Be Well Program: This program
promotes intellectual stimulation,
healthy movements, and staying active!
- A team of experts who **CARE** about
you and your well-being!

With Solstice at Normandy Park, you're already home. If you've been here your whole life, start a new adventure in a place you are already familiar with. **We're just a walk away**, so live safely, securely and vibrantly with us.

Call today to schedule a tour and learn more about our promotions!



CIVIC CENTER *PROJECT*

BY AMY ARRINGTON,
NORMANDY PARK CITY MANAGER

The Civic Center Project was an important topic for Normandy Park in 2021 and will continue to be a high-ranking priority as we move into 2022. The proposed project would replace the existing Recreation Center, City Hall, and Police Department facilities located at City Hall Park. Work in 2021 started with a City Council Committee reviewing the city finances to determine a project budget. This construction budget was then shared with the

City Council Facilities Committee responsible for developing the facility's proposed size and uses that would be constructed within the designated budget.

The Facilities Committee, made up of City Council members and residents, firmly focused on the recreation opportunities that this new building would offer. The goal was to maintain the variety of uses previously offered at the recreation center, including an assortment of programs, a public meeting room, and the Normandy Park Preschool. After multiple meetings and public input, a site plan has been accepted.

The site plan successfully creates a public space that



ER



encourages and supports the community coming together. It works to maximize the recreational opportunities, both indoor and outdoor, at City Hall Park. Some exciting elements being proposed include:

- The size of the gymnasium has been increased.
- Rooms will have multipurpose uses and be open for various uses.
- In addition to the indoor gymnasium, the project will include an outdoor sport half-court.
- The city's preschool program will have an improved classroom area and support space.
- The City Hall Park playground will be relocated to a more central location.

- A new picnic table area will be installed, overlooking the south ballfields and playground area, where parents can sit overlooking both the fields and the playground.
- An outdoor gathering area will be developed for residents.

The next steps in the project will be the actual design of the building and securing project funding. Regarding the financing of this project, the city wants to fund it with grants, private contributions, and a bond. These items will require public input, so you are encouraged to attend the upcoming public meetings once they are scheduled. The proposed civic center has tremendous potential and will offer a wide variety of recreational, educational, and civic opportunities. The city looks forward to working with citizens to make this project a reality.



What's for Dinner? *Answering commonly asked questions*

Remember asking your parents “what’s for dinner?” Those of you on the receiving end of that question remember it well. It’s a common question, right? This year, the City of Normandy Park is creating an ongoing communication campaign for residents and businesses to ask about common city services, issues, and opportunities to find out what you didn’t know you always wanted to know. Submit your questions to Brooks Wall at bwall@normandyparkwa.gov and look for answers to what you need to know in and about the Park in upcoming issues of the City Scene magazine.

When do I call 911 and when do I call the office number (206-248-7600)?

Call 911 when you need an officer to come by. If you don’t need an officer right now, then you can call the office number. That number is only answered Monday – Thursday from 7:30 to 5 pm. After that it goes to a voice mailbox. That mailbox sends a note to the officers on duty, and they will most likely be able to get back to you, as time permits. But remember ALSO call 911 when you need an officer to come by.

How often do I need to renew my business license?

A business license expires on the date established by the Business Licensing Service, and must be renewed on or before that date. Failure to renew by the expiration date incurs a late renewal penalty. Failure to renew by 120 days after expiration will result in cancellation of the city license and requires reapplication.

When do I need a city business license?

All persons or companies conducting business in Normandy Park must obtain a business license prior to commencement of such business, whether operating from a fixed location in the City or coming into the City from an outside location. For a list of exemptions visit the city website at:

[https://www.codepublishing.com/WA/NormandyPark/Title\(4\)Section4.02.050](https://www.codepublishing.com/WA/NormandyPark/Title(4)Section4.02.050)

Non-Profit Organizations – Do I have to obtain and pay for a business license?

Nonprofit organizations conducting a business activity in the city must complete a business license application with the Washington State Department of Revenue. It is required to submit proof of certification by the Internal Revenue Service under Section 501(c) to qualify for the no-fee business license along with your license application.

How do I get a city business license?

Business licenses applications can be obtained through the Washington State Department of Revenue, the same place you received your state business license. To start or renew your Normandy Park business license please visit:

<https://dor.wa.gov/manage-business/city-license-endorsements/normandy-park>

Can I Pay Over the Phone for City Services?

Not at this time; however, you can pay by cash, check, or credit card during city hall business hours. For after-hour payments, you can pay by check in our night drop which is located to the right of the city hall front door. (City Hall Hours are from 8:30 AM – 12:00 PM and 1:00 PM – 4:30 PM)

The City is currently working on accepting online payments for 2022.

Recipe for a Successful Remodel



INGREDIENTS

- The right permit application
- Site and Construction Plans
- Drainage control
- Specialized plans (e.g. foundation, floor, roof, elevation, cross section)
- The right number of plan sets
- Fire, water, & sewer availability letters
- Invoice and fees

NOTES

- ¹ Plan on this time, review time is often less
- ² Ask; sometimes not everything applies



THE PERFECT PERMIT APPLICATION FOR A REMODEL

Serving: **Normandy Park Cook** Time: **Less than two months¹**
 Author: **Community Development** Course: **Remodel**

INSTRUCTIONS

1. Talk to city staff about what you want to prepare. Is it a meal or just hors d'oeuvres? Remodels and additions sometimes require as much as a new house.
2. Do you have the right pots? Is your stove big enough? Understand what you will need to provide in an application before you engage contractors.
3. Prepare your list of ingredients (see to the left.) For fees, the city charges based on an accurate valuation of your project.
4. Hiring a "chef", or doing it yourself? A Normandy Park business license is necessary for both. Some parts of the city code require professional certification for work to be approved.
5. Submit a complete application. This means that you have turned in everything² that is required on the application and checklist. The most common reason for "burned food" (delays in review) is not submitting all required materials.
6. Ask if you do not understand what you are paying for. If the city has to have other "kitchen staff" (our contract consultants) then the applicant will pay for that.
7. A watched pot *does* boil; if you contact the city for review status let your professional know that you have done so. Work with your professional to ensure that only one of you is responding to requests for additional information.
8. Like a popular restaurant, the city is cooking a lot of meals at the same time. All of us appreciate that needed patience.
9. When you have completed the course, be sure to clean up—understand inspection and occupancy requirements.

A Behind the Scenes Look at Police Department Records Manager – Jean Lindsey

Jean Lindsey started at the Normandy Park Police Department on St. Patrick's Day 1997, fresh from the most recent Boeing layoff. The Assistant Chief at the time – Don Weikart, was a friend, and he invited Jean to apply for the Police Records Manager position. The position had recently become vacant, and the records section was in dire need of immediate attention. This was a complete career change for Jean after 10 years in electronic engineering.

After initially not being selected, Chief Rick Kieffer called Jean in a panic when the original person quit after one day. Jean started the very next day after the Chief's call.

All records were on paper, and the records office was swamped with case reports, ticket copies, and other documents. Training initially was scarce as the Officer filling in had limited knowledge of the records requirements. There was very little organization, and Jean essentially had to start from scratch. Jean was forced to do a lot of research and eventually organized the records section in a way that allowed it to be the resource it was supposed to be for our citizens, officers, and the courts. With changes in the law come new practices, so Jean and the records department are constantly adapting.

Jean has seen officers come and go throughout the years and has lived through five City Managers

and four Police Chiefs. Each had their way of doing things. Jean feels as if she has ten bosses as she works for all of the Officers and is frequently called regarding records-related questions even on her days off.

During her career at Normandy Park, Jean has seen many changes. When she started, everything was on paper, and gradually everything has moved to a paperless system and cloud-based storage, not to mention managing videos and electronic evidence. Her customer service skills have gone a long way in building relationships between the Department and the community. Jean is usually the first voice people hear when they call the Police Department. She tries to treat people the way she would want her family members treated and keeps in mind if people are calling the Police Department, they are frequently not having their best day.

In her role in answering the phones, Jean frequently triages calls. If she can answer the question, provide the information, or point the caller in the right direction, it keeps the Officer free



for other things. She also serves as the Department historian due to her tenure.

As the Records Manager, Jean takes the information contained in the reports the Officers complete and uses the pertinent data to complete State and Federal

reports. She also does fingerprints and Concealed Pistol Licenses, and many other things.

According to Jean, she has loved her time at Normandy Park and loves her job. She works with great people, and having the respect of her Officers makes it all worthwhile. She is a valuable member of the team. She feels part of the fabric of Normandy Park and truly cares about its residents.

When away from work, Jean spends time on her family's small farm, raising chickens, rabbits, and pigs. She volunteers with 4H and the Evergreen State Fair in Monroe when she is not farming.

She is also a historical reenactor of the Fur Trade era and a survival skills instructor. Without all of Jean's work behind the scenes, the Officers would not be able to do what they do.

What Happens When You Dial 911?

GREETING & DISCIPLINE DECISION:

“This is 911...do you need police, fire, or medical?”

The Call Receiver would then choose the appropriate CAD system to process the call in.

LOCATION:

When processing a 911 call, the first and most crucial information needed is the *location*. NORCOM receives Automatic Number Information and Automatic Location Information for every 911 call. Calls can be received by many different methods, including a landline, VOIP, cell phone (WHP1 OR WPH2), text message, or TTY.

CALLER INTERVIEW:

The next level of decision-making is an interview-based evaluation of the scene or situation to ensure it is safe for the public and first responders. For example, if a person reports that they were cut with a knife or broke their leg, we do not just send a medical response. We also ask how the person was injured. If the mechanism of injury dictates a police response for scene safety, such as in an auto accident in a busy intersection, then a police response is sent as well.

CALL TYPE & PRIORITY:

For police calls, the Call Receiver enters the call into the CAD by first selecting a call type and priority. The priority assigned by the Call Receiver helps the dispatcher and the officers determine how urgent a situation is. NORCOM currently has 95 police call types.

BASIC CALL DETAILS:

After the Call Receiver assigns a call type and priority, they will begin to gather basic information from the caller. NORCOM's priority is responder and caller safety; as such, the Call Receiver will usually ask about the involvement of any weapons and drugs, or alcohol first. The Call Receiver will then obtain a description of any persons (including race, age, clothing, etc.) and vehicles involved; this is so officers can identify the involved parties when they arrive on the scene.

6 Ws:

These questions further help determine what agency to send by asking clarifying questions.

WHERE • WHAT • WHEN • WEAPONS • WHO • WHY/HOW

DISPATCH:

NORCOM process calls based on getting the call as quickly as possible to a responder's MDC screen while continuing to gather call details.

Minimum information is used for the initial call generation: Location, Call Type, and Priority.

For police calls, we have 60 seconds for a priority 1 & 2.



Information received from NORCOM, the City's Police Dispatching Service

TEXT TO 9-1-1



Information Sheet

2021

HISTORY:

Text to 911 was in the planning stages for many years in Washington State. In May of 2018 King County began bringing together local PSAPs, phone companies, and software developers to launch Text to 911 for the greater King County area. In January of 2019 King County officially launched Text to 911 and advised the County that this technology was now available for use.

NUMBERS:

- In 2020 NORCOM received approximately 458 text messages from the surrounding communities that we provide service for.
- All incoming text messages are answered within 30 seconds.

BENEFITS:

- The deaf, hard-of-hearing, and speech impaired communities are now able to utilize this technology as a replacement for the old TTY systems. This technology makes it easier for some classes of the disabled community to quickly access 911 services.
- The public can now report certain crimes without making a phone call. Home invasions or DV victims are able to contact 911 during situations when a reporting party is not free to talk but still needs 911 services.
- This technology offers the ability to report non-emergency situations if needed by the public.

PROMOTION:

The Public Safety community agreed early on that the unified message to the public would focus on **"Call if you can, text if you can't."**

This technology is being promoted and utilized as a secondary system for the public to contact 911. The core reasons for this stance centers around the benefits that come from a live phone call with the reporting party. What the 911 call receiver is hearing in the background, the speed with which questions can be asked, and the caller's exact location, are just a few of the key reasons that a phone call is still the preferred method for contacting 911 during an emergency. These factors, among others, continue to aid 911 in gathering facts and sending help as quickly as possible to the public. NORCOM currently uses technology like CLQ, RapidSOS, and cell phone ping requests to assist in locating a caller's exact location, as texting only provides the nearest cell phone tower in most cases.

NORCOM's PROCEDURES:

NORCOM issued our Policy (# 03-049) on texting to our employees on December 1 of 2018.



FAQs...

LANGUAGES: Texting is currently only available in English.

VIDEOS & IMAGES: Call centers can't receive photos, videos, emojis, or internet hyperlinks over texts currently.

TRANSFERS: A text message can be transferred to any call center in King, Pierce, & Snohomish Counties, as well as many others that have this technology deployed.

CPR VIA TEXT: Medical pre-arrival instructions can be given out over text messages if necessary.

GPS LOCATION: Unfortunately, cell phones only report text messages with the closest cell tower at this time. We use CLQ and RapidSOS technology with text messages to help locate callers who are texting.

<https://www.kingcounty.gov/depts/it/e-911-program/Text-to-9-1-1.aspx>

2022-2023 Preschool Enrollment

It's hard to believe, but registration for the 2022–2023 school year is just around the corner! There will be three enrollment periods as follows:

January 3–7 for children currently enrolled in the program and their siblings

January 10–14 for Normandy Park resident families

January 22: Open enrollment

A non-refundable fee of \$90 is due at the time of registration. If you have any questions, please ask one of the teachers or call 206-248-8272.

CLASSROOM SCHEDULES and MONTHLY TUITION RATES

AGE	TIME	DAYS	TUITION
2.5–3.5	9–11:30am	Wed & Fri	\$233
3.5–4.5	9–11:30am	Mon, Tues, Thurs	\$350
Pre-K	12:30–3:30pm	Mon, Tues, Wed, Thurs	\$399

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The City has a YouTube Channel

The city is committed to communication with its citizens. To ensure this is always at the forefront of our actions, the City Council has adopted a strategic goal of being truthful and transparent. We want to champion Normandy Park by communicating its goals, successes, and challenges to the community. To accomplish this goal, the city is committed to using as many forms of communication as feasible. We want our communication tools to be effective and efficient. With this in mind, we have started the Normandy Park YouTube channel.

The city started this channel to keep you informed about the city's important topics. We wanted a video option that could be created quickly and be available to anyone with internet access. And by using video to convey the message, we can bring a more personal message which helps the city build a stronger connection with the community.

The leading video content on the Normandy Park YouTube channel is our Council Wrap Up Video. This video is created after every regular City Council meeting. The Mayor and City Manager (or sometimes a special guest) come together to summarize the action taken at the last Council meeting. The video is shot, edited, and uploaded by our own Stormwater Coordinator Jessie Medrow. We know that you have busy schedules, so we focus on making a video that highlights



Mayor Sue-Ann Hohimer and Guest Host Police Chief Dan Yourkoski

the action of the City Council in fifteen minutes or less. And residents interested in more detail about the City Council meeting always have the option to visit the city's website and watch the full video.

Please visit the city's YouTube channel and subscribe. In 2022, the city is also planning new content. Upcoming videos will include "Getting to know your City Councilmember" and other informational videos. This is a new format for the city, and we are still learning. If you have any recommendations for content that you think would be useful to residents, please let us know.



Director Jessie Medrow in action



Cameras rolling

A Behind the Scenes Look at the City's Hardworking Public Works Crew

BY RON EBBERS, PARKS COMMISSIONER

Have you ever wondered who puts up the barricades for the 4th of July parade, cleans up fallen trees from storms, and keeps our parks in good shape? It's our Public Works department, a small but vital part of our city government.

The crew takes care of big jobs like snow removal, replacement of filters in our stormwater system, maintenance of our city buildings, and small jobs like replacing broken signage, unclogging leaf-clogged drains, and adding steps for safer park paths. The public works staff is out every workday moving across the city to keep our lives running smoothly, replacing broken sidewalks, putting up signs for "Music in the Park," mowing our parks, and dozens of other needed tasks.

So when you see the orange-shirt guys, please give them a wave and thumbs up. They are there serving YOU and keeping things moving along!

TOP: Public Works Crew pictured left to right, Cody Leonard, Brandon Glimsdahl, Tony Smith, AJ Gonzaga, Corey Tillman

BOTTOM: PW Crew installing new walking path at Brittany Circle Park



Are you prepared for WINTER STORMS?

After a winter storm brings snow and ice to Normandy Park, we all have a part to play to keep people and goods moving safely around the city. Since it's hard to predict when the Park will get wintry weather, it's best to prepare now, so you aren't caught by surprise.

Here's what you need to know as we head into the upcoming winter months:

1. After a winter storm, clear sidewalks. It is not only the neighborly thing to do but it is also required by Normandy Park Municipal Code.
2. Landlords, construction site managers, homeowners, and business owners are responsible for clearing sidewalks and curb ramps next to their job sites, businesses, or home.
3. Don't wait to get supplies like snow shovels, grit, and environmentally friendly ice melt. Get them now so you're prepared for a storm.
4. Talk to your neighbors and make a plan to ensure that sidewalks, curb ramps, and gutters are kept clear.
5. Cleared paths should be 36" wide so everyone—including people using a mobility aid like a wheelchair—can get around easily.
6. Stay up-to-date on the City's winter weather response with the recently updated snow plow route map.

Parks Commission—A Behind the Scene Look

One of the “jewels” of the city is our park system. Your Parks Commission is the group of citizens who shepherd its recreational programming and maintenance. From birding classes and owl prowls to approving Eagle Scout projects, and supporting Family Foresters, the commissioners’ passion for parks helps keep things on the right track. This group is responsible for advising the city council on park policy, helping with the long-term planning for park improvements, devising new recreational programming, and watching over the physical parks for necessary maintenance. They are also responsible for coordinating the periodic updates of the Parks, Recreation, and Open Space (PROS) master plan.

This year two new commissioners have come on board. Matt Deller moved to Normandy Park with his wife, Anne, and the family dog, Dutch, in April of 2020. He currently works in business development for Anheuser Busch and loves snowboarding and hiking. John Benschmidt and his wife Meghan moved to Normandy Park recently with their two young children. John works in the aviation industry and enjoys sailing, mountain skiing, and walking the neighborhood.

The Commission thanks outgoing members Scott Desmond and Scott Salzer for their volunteered time! Scott Salzer spent over 20 years serving the city through the Parks Commission.

You can check these Commissioners out in action by viewing the meetings using Zoom on the 3rd Wednesday of the month at 7:00 pm.
normandyparkwa.gov



Ron Ebbers, chair



Aimee Lloyd



Jenny Love



Matt Deller



John Benschmidt



Bill Vilonza



Steve Higgins



Parks & Recreation Survey Coming Your Way

We’re eager to hear from you in a brief, anonymous survey about the City of Normandy Park Parks & Recreation programming. The goal is to reach as many residents as possible, and to keep the survey brief, for your convenience. This survey is for Normandy Park residents AND the surrounding community. Each household can take the survey one time. Paper copies of this survey will be available at Normandy Park City Hall. Call 206-248-7603, or stop by City of Normandy Park front desk for more information. You can also visit the city website at <https://normandyparkwa.gov/> to take the survey.

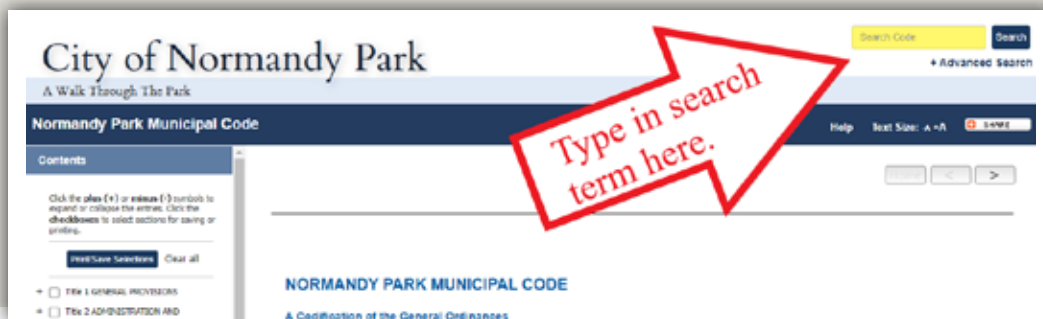
If you are interested now in taking the survey, scan the QR code below with your iPhone camera or download QR scanning software on your Android mobile.



Assisting Normandy Park residents in discovering tools, programs, and resources that are available to them

WHERE CAN I LOCATE CITY ORDINANCES?

1. Visit city website at normandyparkwa.gov
2. Select the **Government** tab at the top of the screen
3. Select **Normandy Park Municipal Code** under the “City Council” section
4. Use the **search tool** to aid in finding code related to a specific topic.
Example: if you are looking for information on if roosters are allowed in Normandy Park? Type the word “rooster” in the search tab.



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A Look at Your Arts Commissioners

Bringing Normandy Park meaningful and dynamic art, both performance and visual, is the priority for the Arts Commission. Each Arts Commissioner brings a host of unique experiences and skills in the arts, and all have passion for local art and the power it has in our lives. From the Summer Concerts at Marvista Park, to the 4th of July Parade, art shows and public sculptures, the Commission enjoys presenting a variety of programs currently, and is looking forward to new and engaging programming in the coming year.



Nadia Counter

Commissioner Nadia Counter has been an Arts Commissioner for about 15 years. She is a middle school teacher in the Highline School District. Commissioner Counter loves to help pick bands for the Concerts in the Park series and created

the Light the Park Holiday Lights Contest. Besides sky-diving, Commissioner Counter loves to travel and spend time with her family.



Dan DiResta

Dan and his family have lived in Normandy Park since 2016. They were drawn to the area because of

its amazing access to the beach and parks while still being in close proximity to downtown Seattle. Dan's family enjoys weekends at the Cove and daily walks to Marine View Park connecting with its community of like-minded nature lovers. "As a newcomer to NP, I have been pleasantly surprised that the town has a strong appreciation for the arts as a way to bring people together. As a musician and business operator, it is especially nice to see as we have had to be creative in this difficult time to promote the arts and local businesses alike."

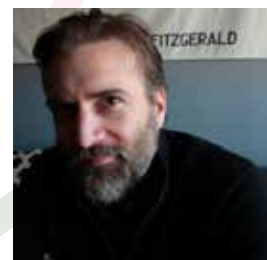
Raymond Street

Raymond Street has lived in Normandy Park since 2007, enjoying the trees and company of animals. He is a local artist and writer who has been part of the Mural Masters Graffiti Festival, First Friday Artwalk, Burien's Art's A Glow, and previously served a term as an Art Commissioner for Normandy Park before Covid. As an active artist Raymond writes strange fiction, and sometimes reads them to crows and squirrels for feedback. He has also served as a treasurer for the South County Cultural Coalition and enjoys writing grants for various organizations. Raymond believes the obligation of an Art Commission is to be in service to the next generation of artists and musicians.



Lawrence Peryer

Lawrence Peryer was appointed to the Normandy Park Arts Commission in July 2021. He has been a business and creative professional in music and entertainment for over 25 years. He is currently a partner in a technology company serving the live events industry and an advisor to multiple music artists and their estates. Lawrence moved to the Pacific Northwest in 2016, after 20 years in New York City. Serving on the Arts Commission gives Lawrence the opportunity to connect artists and their work to the community he has come to lovingly call "home". Lawrence's family consists of two teenage sons, his partner, Sharon, her daughter and too many pets to name here.





Anna Pierce

Anna Pierce moved to Normandy Park in 2014 and has served on the Arts Commission since 2015. In that time, she had the great privilege to learn from and partner with Zen McManigal, whose position as Chair of the Commission she replaced in 2021 after his passing. Volunteerism, especially for the arts, is a passion of Anna's, and she has done this in Seattle's classical music industry, and various arts board and board advisory roles over the years. Her career through the Technology, Construction and International Consulting industries has led her to currently pursue work in leadership development and place-making, her current areas of study and work. Her family is a delight, leading her on marvelous experiences at home, or traveling around with too much stuff packed in the car! She's enjoyed meeting new friends in Normandy Park through garden parties, concerts, bonfires, book club and long runs in the area.

**Not Pictured:
Arts Commissioner
Mike Closson**

Samantha Pabon

"I relocated to Seattle in 2015 from Chicago, IL. A fashion merchandising major, a long time athlete who loves all Chicago sports, enjoys finding a new restaurant or wine bar, watching any and all comedies or thrillers, and mastering my french horn and violin! Currently the Director of Sales & Marketing for Mirror Lake Village Senior Living, I fully enjoy helping families find solutions for themselves or loved ones. Away from work you can find me on a new adventure with my family, Marshall, Mackenzie, and Hudson! I am a co-leader of the daisy troop for St. Francis of Assisi kindergartners and volunteer time as an ambassador for the South Seattle Chamber of Commerce. I am passionate about the arts in every facet and so grateful to serve the community that I am proud to call my new home!"



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Normandy Park Winterfest

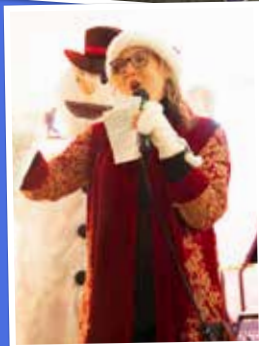
BY SUSAN WEST



Seattle Thrillers



Toner Family - In charge of turning on the tree lights



Mayor Sue-Ann Hohimer

Santa Claus made a rock-star entrance at this year's 9th annual Winterfest Tree Lighting Ceremony on December 4 at Normandy Park Towne Center. He arrived in a police motorcade with 11 vehicles!

Mayor Sue-Ann Hohimer and TV celebrity Matt Markovich led the countdown with the help of the Toner family. They flipped a giant switch to turn on the lights - courtesy of artists Amber Nichol and Raymond Street.

Thank you, Lynn and Rick Owens, for donating the beautiful tree and Rippey Arboriculture & Living Green Tree Care for delivering it to Normandy Park Towne Center. The festival also featured music by David Templeton and Epiphany of Time, a holiday dance by the Seattle Thrillers, food, and Gluhwein, booths with local businesses, artists, community groups, and of course, SNOW!

600 Santa hats and 400 toys and hundreds of candy canes were given away. Earlier in the day, Santa visited the Manhattan Village QFC and Starbucks bringing smiles to everyone's faces.

But that's not all! On December 10, Dasher the reindeer visited Normandy Park Towne Center with Santa and his friends, who gave out candy canes, Santa hats, and toys! It was a magical time.

THANK YOU to everyone who made these events possible: The Friends of Normandy Park Foundation, incredible volunteers and businesses, the City of Normandy Park, Cougar Mountain Zoo, and our sponsors: US Bank, Airport Towing, Waste Management, Berkshire Hathaway, and Riteline Tax.



*If you missed Winterfest, don't worry!
Videos and photos from the event are here:
www.facebook.com/normandyparkwinterfest*



*Thanks to Susan West, Nakean Photography, and
Shelly Bedingfield for the wonderful photos.*

NORMANDY PARK TOWNE CENTER



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Priceless Pet Clinic
Soggy Doggy

